



## Principal Customer Services Representative

**Department:** Countywide

**EEO Code:** 26

**Class Code:** 1154

**FLSA:** N

**Effective:** 01/01/1995

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### **GENERAL STATEMENT OF DUTIES:**

Under general supervision; performs work of moderate difficulty in supervising and coordinating activities of a small customer service section; assists the public with requests for information or services and in resolving Customer complaints or problems; and performs other work as required.

### **SPECIFIC STATEMENT OF DUTIES:**

Supervises and coordinates activities of a small customer service section; trains, counsels and evaluates staff; greets and provides information to the public regarding County services; advises and interprets policies and researches questions and requests made by citizens; notifies citizens concerning the status of their requests; compiles reports via computer tracking system; assists customers in person or by telephone with invoice inquiries; investigates more complex or technical invoice complaints; answers questions concerning rates, adjustments, service charges, taxes, assessments, licenses, permits, fees and credit policies; balances registers; prepares monthly cash balance reports; maintains account receivable ledgers and computes invoice amounts; uses computer to input customer account information and resolve customer inquiries; assists customers with requests for service and changes to existing service; investigates and collects current and delinquent taxes and fees; enters new accounts, transfers, changes and billing into system; and performs other duties as required.

### **REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

Good knowledge of current office practices and procedures; of laws, rules, and regulations applicable to department; of effective supervisory principals and practices.

Working skill in conducting interviews; in establishing and maintaining effective working relationships with internal and external customers; in performing mathematical calculations with accuracy and speed; in using mainframe terminals and personal computers to establish and terminate customer accounts.

### **MINIMUM EDUCATION AND EXPERIENCE:**

High school diploma and some college coursework in business or related field and three years of customer service experience; or an equivalent combination of training and experience.

### **ADDITIONAL REQUIREMENTS:**

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
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